

March 22, 2021

Office of the Secretary
Federal Communications Commission
45 L Street NE
Annapolis Junction, MD 207554

Re: Amendment No. 2 to Direct Video Numbering Directory Access Application for Communication Service for the Deaf, Inc.; Commission proceeding numbers: 03-123 and 10-51.

Dear Ms. Dortch,

This Amendment No. 2 amends the Direct Video Numbering Directory Access Application ("Application") submitted by Communication Service for the Deaf, Inc. on September 11, 2020; Commission proceeding numbers: 03-123 and 10-51. This second amendment supersedes the amendment submitted on February 8, 2021 and serves to remedy the redaction methodology and provide additional clarification. CSD's second amendment is not confidential and available for public inspection.

The Application is amended as follows:

Under the second header, "Description of the service to be provided," after the first paragraph, insert the following information.

CSD's call initiation and call transfer to VRS process is detailed as follows. The deaf caller can initiate a video call using a videophone, the caller can dial an iTRS registered number that will direct the call to the DVC platform.

Once the video session is initiated, the caller will see a video IVR of a recording in ASL. If the caller calls during the DVC service closed hours, the caller will see the closed message with an option to be taken to a menu listing the VRS providers. They can choose which VRS service they prefer by pressing a DTMF button on their dialpad. Then they will be automatically routed to the VRS service. Once connected with an interpreter the caller will then need to provide the phone number to proceed to make the audio call as you would do with the dial-around method.

If the DVC service is opened (i.e., during DVC opened hours), the caller will see the open greeting message and follow the video IVR until they are connected to the next available DVC representative. The video IVR may consist of a menu giving the caller choices to press a number to connect with the best skilled DVC representative. A menu option can be added to allow the caller to connect to the same menu listing the VRS providers mentioned above if the caller prefers to use VRS. Once the caller is in the queue waiting

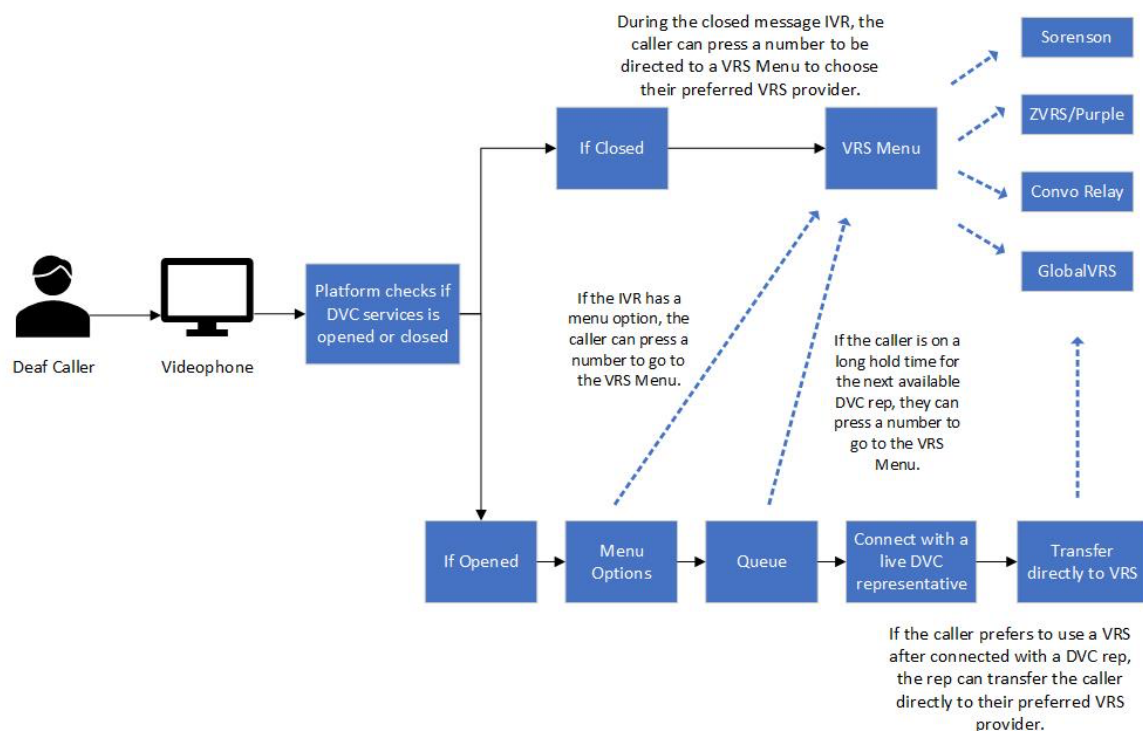
for the next available DVC representative and experiencing a long hold wait time, the caller can be provided the option to be taken to the menu listing the VRS providers.

If the caller does not press a number during the menu mentioned above, they will be automatically routed to the next available DVC representative.

If the caller is connected with a DVC representative and then requests to use VRS instead, the DVC rep can do a transfer and connect the caller with his/her preferred VRS provider.

Below is a diagram of the call process workflow:

Call Initiation and VRS Transfer



I declare under penalty of perjury that the foregoing is true and correct. Executed on March 22, 2021.

DocuSigned by:



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Christopher Soukup
Chief Executive Officer